



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

14/D  
PwB  
1-14-04

Appl. No.: 09/339, 265

Confirmation No.: 2384

Applicant: Lortz, Victor

Docket No.: 042390.P5671

Filed: June 23, 1999

Customer No.: 008791

TC/A.U.: 2157

Examiner: Najjar, Saleh

Title: NETWORK-BASED DETECTION AND DISPLAY OF PRODUCT  
REPLACEMENT INFORMATION

Commissioner For Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**RECEIVED**

JAN 07 2004

**RESPONSE**

Technology Center 2100

In response to the Office Action mailed August 12, 2003, please enter this amendment and consider the following remarks. This response is organized as follows:

Amendments to the Claims begin on page 2.

Remarks begin on page 20.